

MULTIMEDIA



UNIVERSITY

STUDENT ID NO

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MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2210 & TERM ID 2215)

BPR2034 – BUSINESS PROCESS REENGINEERING

(All sections / Groups)

18 FEBRUARY 2023

9.00 a.m. – 11.00 a.m.

(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This Question paper consists of 3 pages (including cover page) with 4 questions only.
2. Attempt **ALL** questions. All the distribution of the marks for each question is given.
3. Please print all your answers in the Answer Booklet provided.

GENERAL INSTRUCTIONS

- Rule No. 4: General Discipline of Students of Multimedia University applies to students conduct with regards to cheating during exams.

ESSAY QUESTIONS (100 Marks)

There are **FOUR (4)** questions in this paper. Answer **ALL** the questions.

QUESTION 1

Describe the following terms listed below. Provide an example in reference to ONE organization of your choice:

- a. Business Process. (5 Marks)
- b. Operational Innovation. (5 Marks)
- c. IT as an Enabler. (5 Marks)
- d. The Era of the Maker. (5 Marks)
- e. Globalization 4.0. (5 Marks)

(Total: 25 marks)

QUESTION 2

- a. What are the main possible reasons for BPR failures? Explain. (4 Marks)
- b. What are the roles of IT in BPR? Explain. (6 Marks)
- c. Conflict can arise in any situation involving more than one person. Small business owners can better deal with conflicts before they escalate beyond repair hence, describe FIVE (5) of them with relevant examples. (15 Marks)

(Total: 25 marks)

QUESTION 3

- a. What is SWAT? Explain. (3 Marks)
- b. What are the roles of SWAT team members? Explain. (10 Marks)
- c. What is Cycle Time? Explain (2 Marks)
- d. What causes Cycle Time to increase? Name FIVE (5) causes and explain each briefly. (10 Marks)

(Total: 25 marks)

Continued

QUESTION 4

- a. What are the 9 (NINE) criteria for a good engineer embarking on a Business Process Reengineering at workplace? Explain each. (18 Marks)
- b. What are the benefits to Process Mining? Explain with the aid of a diagram. (7 Marks)

(Total: 25 marks)

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